DHL MYBILL
FREQUENTLY ASKED QUESTION

ACCOUNT MANAGEMENT

How do I manage my account settings?
Account settings can be managed in the My Account screen. Here you can modify your account settings as well as your user details, password and payment settings. Go to the Help screen for further details.

How do I manage my user settings?
User settings can be managed in the My Account screen. Here you can modify your user details as well as your password, payment settings and account settings. Go to the Help screen for further details.

How do I manage the list of additional users on my account? For account owners, a *Manage* button will be displayed at the bottom of the My Account screen. The *Manage* button allows the account owner to add and manage additional users for specific accounts.

Adding New Users:
Step 1 - Go to the My Account screen, scroll down, and select the Manage button located next to the account you wish to link with a new user.
Step 2 - Click on Add New User (green box) and type in email address and save.
Step 3 - Go back to *Manage,* and select function permissions and delivery method.

Manage Existing Users:
Step 1 - Select the *Manage* button located next to the account you wish to adjust.
Step 2 - Add/remove the checks in the boxes next to the functions you wish the user to access.
Step 3 - Select the *Save* button to save your changes.

I would like to customize the email subject, is this possible?
Yes. Please email DHL for assistance at **mybill.barbados@dhl.com**

Are all of my DHL accounts automatically available through DHL MyBill when I first register?
No. Once you register your first account and click *Submit* button, an additional screen will pop up asking if you wish to register additional accounts. This is the same account entry form you used to set up the first

account and will be pre-populated with the details you previously entered; allowing for a quick registration process per account while still allowing you to make changes. Once requested, DHL will notify via email when your registration has been approved with password instructions.

How do I add accounts to an existing registration? To add an additional account to your existing login, you can use the login page's "Sign-up" function and register as if it were new. Additional accounts setup with a matching email address to an existing registration will automatically link together with previously registered accounts within MyBill. Customers with two accounts or more should register all to ensure they can see all related billing.
Step 1 - Go to **https://mybill.dhl.com/login.**
Step 2 - Click on **"Sign-up to MyBill"** icon. **Step 3 -** Walk through prompted steps.

If you need to register more than 5 additional accounts, you may submit the list of account numbers and your existing login info and email address (please, do not include password) to **mybill.barbados@dhl.com**

How do I change MyBill password?
You can change your password in the My Account screen. Here you can modify your password, user information, payment information, and account settings. Go to the Help screen for further details. **Important note:** Changing your password directly via MyBill, will not change your current DHL.com password for online shipping.

What happens if I forget my password?
If you know the email address your accounts are registered under, go to **https://mybill.dhl.com/login** and click on the **"Forgot Password"** link. If you cannot locate the email address for your existing registration, please contact DHL via email for support: **mybill.barbados@dhl.com**

How do I change the format of the invoice files sent to me?
Step 1 - Go to the My Account screen and scroll down to the bottom of the page to your list of registered accounts.
Step 2 - Click on the *Manage* button, next to the account you wish to update.
Step 3 - Under "Mail Delivery Preference," A drop-down menu will appear; choose desired option.
Step 4 - Select the *Save* button to save your changes.

PAYMENTS

What payment methods are available through DHL MyBill?
DHL accepts the following forms of Payment:
- Credit Card (MasterCard®, VISA®, and American Express®Card)

Will I receive a payment confirmation?
Yes. You will receive a confirmation to the email that is on file.

Is paying an invoice online secure?
Yes. We use a combination of digital signatures and current standard encryption to protect all your credit card payment details. No one at DHL has access to your credit card information.

Do I have to install specific software to be able to pay through the DHL MyBill system?
No. You just need access to the Internet. Current versions of most major browsers are supported (Internet Explorer, Firefox, Chrome, Safari, etc.). If using Internet Explorer (IE) as your web browser, only IE 11 or higher should be used.

Are there any additional charges when using the online payment service?
No. DHL is pleased to provide this service free of charge.

INVOICES

Where can I view my open DHL invoices?
All open invoices are shown on the MyBill Dashboard
Open Transactions - shows all unpaid invoices.
  Disputed Invoices - shows all invoices that have an open dispute logged against them.
    Due Now - shows all invoices that have a due date of today or earlier.

Why are the totals on the DHL MyBill Dashboard not equal to all the invoices shown?
Only invoices that are due with their current status will show in MyBill Dashboard totals.

How can I dispute a charge on my invoice?
On MyBill Dashboard, select the invoice by clicking on check-

In what format can I receive my invoices?
Invoices can be downloaded in a variety of formats including CSV file (for importing into a spreadsheet such as Excel), PDF (ideal for printing or sending as an attachment) and XML.

Will all my invoices have additional documentation?
Invoices that have additional documentation available will be in DHL MyBill. If you need assistance contact DHL via email **mybill.barbados@dhl.com**

How can I download and print a copy of the original invoice? For a PDF, mouse-over the invoice data on the right side of either the MyBill Dashboard or Archive screens. A *PDF Invoice* button will come into view. Click it, and a pop-up menu will appear at bottom of screen. To print immediately, click *Open* and then use print function from your Adobe Reader program.

For alternate formats, select Invoice from either the MyBill Dashboard or Archive screens by clicking on check-box to the left of line item. A *Download* button will appear above invoice list. Click this button and then choose your desired file format. Once selected, click the *Download* button on right side of screen. A pop-up menu will display at bottom of screen. To print immediately, click *Open*. This will create a temporary zip file from which you can open the individual documents and print.

Can I tell who has accessed my invoice or shipment previously in MyBill?

Yes. Click directly onto invoice (not the check-box to left of item); then you will be directed to the invoice screen. Select Invoice History. Here you will be given detail options.

What happens to my invoices once they've been paid? Once an invoice has been paid it will no longer show on the MyBill Dashboard. It can be found in Archive tab.

DISPUTES

box to the left of line item then click *Dispute* button when it appears. You will be prompted to enter the details of your query and submit. For step-by step instructions on how to log a dispute, go to the Help screen and follow the steps as described in the Logging a Dispute section.

How do I know when a dispute has been resolved?
When an invoice is disputed the status of the invoice will change to *Disputed*. Once a dispute has been resolved the status of that invoice will be updated to reflect current status. You can also select the Dispute History and then select the View Dispute to get further details.

How do I access invoice and shipment detail?
Invoice and shipment details can be obtained by checking the box at the start of the invoice line (more than one invoice can be selected) or by simply clicking any of the invoice details in that line. For step by-step instructions on how to view invoices and shipment details please go to the Help screen and follow the instructions provided in the View/Downloading Invoices section.

How do I view my disputes?
- Use the Disputed Invoices tab on your MyBill Dashboard screen.
- Click on an invoice and then on the Dispute History tab.
- Go to the Report screen and downloading the *Dispute Report*.
If you suspect fraudulent activity on your account, please submit your information **to mybill.barbados@dhl.com**

For more details on how to download the *Dispute Report* go to the Help screen and follow the steps as described in the Logging a Dispute section.

MISCELLANEOUS

Which are the system requirements to access MyBill?
MyBill is a web based solution therefore the requirements are for your browser as follows:
Internet Explorer 9.0 or higher
Google Chrome: Latest version
Apple Safari: Latest version
Mozilla Firefox: Latest version.

How do I cancel my DHL MyBill service?
Should you wish to cancel your DHL MyBill account please contact DHL via email to **mybill.barbados@dhl.com**

NEED FURTHER ASSISTANCE?
Send an email to **mybill.barbados@dhl.com** for general information.